

Department/Unit: CaTS – Client Services

Year: 2018

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Unit Overview/Mission/Purpose

The Client Services - CaTS division's purpose is to provide centralized first and second line information technology support for all Wright State University students, faculty, and staff. This division includes the **Help Desk** which provides the single point of contact for all students, faculty, staff, alumni and retirees, **Classroom Technology Services (CTS)**, who support, repair, and maintain 150+ electronic classrooms and 1,700 public workstations including 35 computer labs, **Desktop Support** who provide second level, remote and on-site support for workstation laptops, desktops and peripherals, **Workstation Engineering** who focuses on the management of 3,000 client desktops, laptops, and tablet computers, **HomeBase Computer Repair** that provides basic support services for personally owned laptops and desktop for students, faculty, and staff, and **IT Service Management and Training** who provide IT Service management application support, process design, project management, and targeted faculty and staff training as well as new student and employee IT orientation events.

Staffing

	FY16	FY17	FY18	FY19
# Full Time Staff	24	27.5	23	25*
# Student Employee FTE	38	31	27	18

*Includes 3 FTE from IT Consolidation (2 Library, 1 RSCOB)

Success Outcome 1:

Meet or exceed industry standard measurements for first-line support customer response. Meeting or exceeding these standards ensures the CaTS Help Desk is responding to and effectively restoring or facilitating the restoration of IT services to all students, faculty, staff, alumni and retirees in a timely manner. Exceeding industry standards often results in a higher than average customer satisfaction ratings.

KPI: 1.1 - Help Desk - First Call Resolution Rate (FCR)

Data: FCR is the percent of contacts resolved by the CaTS Help Desk on the first interaction with the customer.

Result: CaTS Help Desk FCR was 82.7% in FY17 and 84.3% in FY18. The industry average for FCR is 74% (*Source – HDI*). Additionally, CaTS Help Desk received approximately 47,000 customer requests during both FY17 and FY18. Below is a breakdown on the types of customer interactions:

FY17

Type	Count
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Email	9078
Phone	34442
Self-service	547
Walk-in	3357
Total	47,424

FY18

Type	Count
Email	8679
Phone	33859
Self-service	1076
Walk-in	4365
Total	47,979

Response/Action Plan: The CaTS Help Desk has undergone a transformation in the last three years. Prior to 2016, the Help Desk was mostly staffed with student employees and minimal full time (FTE) staff. In FY17, CaTS leadership shifted to have more FTE's and less student employees at the Help Desk. While student employees are extremely valuable, they cannot take the place of FTE's who often have more training and experience. Additionally, the CaTS Help Desk has had more professional development opportunities enabling them to resolve customer requests at the first contact point instead of escalating to second or third line staff.

Due to FTE and Student Employee attrition in FY18, both FTE and student employee numbers are down headed into FY19. Client Services leadership will continue to review and modify staffing levels at the Help Desk to ensure customer satisfaction remains high.

KPI: 1.2 - Help Desk - Average Speed of Answer (Telephone)

Data: Average Speed of Answer (ASA) is the Help Desk metric for the average amount of time it takes for calls to be answered in a Help Desk during a specific time period.

Result: Average Speed of Answer for telephone For CaTS Help Desk in FY17 was 55 seconds and was 30 seconds in FY18. The industry average for ASA is 1 minute, 15 seconds (*Source – HDI*).

Response/Action Plan: Responding directly to customer satisfaction feedback, in early FY18 the Help Desk reduced the initial phone prompt length from 45 seconds down to 6 seconds. The reduction in time allows callers who were contacting the Help Desk to speak to a live technician more quickly without having to wait through an automated message prompt.

KPI: 1.3 - Help Desk - Call Abandonment Rate (Telephone)

Data: Call Abandonment Rate (CAR) is the number of abandoned calls divided by all calls offered to the Help Desk, and it is one of the most widely tracked metrics in the help desk industry.

Result: CAR for CaTS Help Desk in FY17 was 18% and was 11% in FY18. The industry average for CAR is 8% (*Source – HDI*).

Response/Action Plan: Abandonment rates for the Help Desk are much lower and below industry average during non-peak times. During fall and spring semester starts as well as dips in Help Desk staff coverage results in the abandonment rate being higher than industry average.

As previously stated, Client Services leadership will continue to review and modify staffing levels at the Help Desk to ensure customer satisfaction remains high. However, it is important to note, more agent headcount is required to achieve lower abandonment rates. Increasing headcount will also increase the cost of support.

Success Outcome 2:

Meet or exceed industry standards for the resolution of IT requests and incidents in electronic classrooms. Meeting or exceeding these standards ensures less disruption to academic instruction due to IT services and increases student and faculty success.

KPI: 2.1 – Classroom Technology Services (CTS) – Mean Time to Resolve Requests (MTTR)

Data: MTTR is one of the key drivers of customer satisfaction for Classroom Technology Services. A request is formal request from a customer to provide a service supported by CaTS.

Result: MTTR for requests escalated to CTS in FY17 was 7 days, 8 hours and was 6 days, 1 hour in FY18. The industry average for MTTR for requests is 12 days, 5 hours (*Source – ServiceNow Industry comparison*).

Response/Action Plan: There is an expectation that MTTR for CTS escalated requests will continue to decrease as the team and other supporting teams work closely to implement virtual technologies as well as improvements on existing technologies in the classrooms.

KPI: 2.2 - Classroom Technology Services (CTS) – Mean Time to Resolve Incidents (MTTR)

Data: MTTR is one of the key drivers of customer satisfaction for Classroom Technology Services. An Incident is defined as any event which disrupts, or could disrupt a production IT service; this includes services that are in failed or degraded states.

Result: MTTR for incidents escalated to CTS in FY17 was 2 days, 2 hours and was 2 days, 1 hour in FY18. The industry average for MTTR for incidents is 5 days, 15 hours (*Source – ServiceNow Industry comparison*).

Response/Action Plan: There is an expectation that MTTR for CTS escalated incidents will continue to decrease as the team and other supporting teams work closely to implement virtual technologies as well as improvements on existing technologies in the classrooms.

Additionally, in FY19 several initiatives will decrease incidents as they apply to workstations within the classrooms. All WSU Registrar owned classrooms will have new Windows 10 based workstations installed, replacing an aging Mac Mini fleet. There will also be a comprehensive review of all workstations and computer lab machines to determine if there can be any reduction in the volume of systems the CTS supports.

Success Outcome 3:

Meet or exceed industry standards for the resolution of IT requests and incidents for second level Desktop Support. Meeting or exceeding these standards ensures less disruption and downtime for administrative staff and faculty customers who utilize IT services.

KPI: 3.1 – Desktop Support (DS) – Mean Time to Resolve Requests (MTTR)

Data: MTTR is one of the key drivers of customer satisfaction for Desktop Support.

A request is formal request from a customer to provide a service supported by CaTS.

Result: MTTR for requests escalated to DS in FY17 was 6 days, 4 hours and was 1 day, 9 hours in

FY18. The industry average for MTTR for requests is 12 days, 5 hours (*Source – ServiceNow Industry comparison*).

Response/Action Plan: There is an expectation that MTTR for Desktop Support escalated requests will go up closer to FY17 numbers as the campus migrates from Windows 7 to Windows 10. Client Services leadership will continue to review and modify staffing levels within the Desktop Support team to ensure customer satisfaction remains high.

KPI: 3.2 – Desktop Support (DS) – Mean Time to Resolve Incidents (MTTR)

Data: MTTR is one of the key drivers of customer satisfaction for Desktop Support. An Incident is defined as any event that disrupts, or could disrupt a production IT service; this includes services that are in failed or degraded states.

Result: MTTR for Incidents escalated to DS in FY17 was 2 days, 1 hour and was 1 day, 6 hours in FY18. The industry average for MTTR for incidents is 5 days, 15 hours (*Source – ServiceNow Industry comparison*).

Response/Action Plan: There is an expectation that MTTR for Desktop Support escalated incidents will go up closer to FY17 numbers as the campus migrates from Windows 7 to Windows 10. Client Services leadership will continue to review and modify staffing levels within the Desktop Support team to ensure customer satisfaction remains high.

Concluding Remarks:

CaTS Help Desk, Classroom Technology Services, and Desktop Support are the majority of customer facing units of CaTS and are critical to the success of WSU students, faculty, and staff. Workstation Engineering, HomeBase, and IT Service Management and Training enable these groups through various technologies and services to ensure customer satisfaction remains at high level.